

## Firstsource Solutions Limited

### AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: www.firstsource.com, email: complianceofficer@firstsource.com

(Rs in millions, except per share data and per equity data)

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>					
Revenue from operations	8,713.16	8,631.41	8,643.69	34,314.97	34,569.11
Other operating income, net	259.78	240.97	279.33	1,037.50	986.99
Other income	(25.50)	26.09	(4.50)	54.31	32.05
<b>Total income</b>	<b>8,947.44</b>	<b>8,898.47</b>	<b>8,918.52</b>	<b>35,406.78</b>	<b>35,588.15</b>
<b>Expenses</b>					
Employee benefits expenses	6,027.09	6,044.63	6,166.64	23,954.75	23,834.37
Depreciation and amortisation	172.34	171.74	110.44	659.24	589.61
Finance costs	88.96	103.84	114.16	404.03	453.16
Other expenses	1,620.97	1,666.42	1,766.34	6,808.66	7,341.83
<b>Total expenses</b>	<b>7,909.36</b>	<b>7,986.63</b>	<b>8,157.58</b>	<b>31,826.68</b>	<b>32,218.97</b>
<b>Profit before tax and share in net (loss) of associate</b>	<b>1,038.08</b>	<b>911.84</b>	<b>760.94</b>	<b>3,580.10</b>	<b>3,369.18</b>
Share in net profit / (loss) of associate	-	-	(0.01)	(0.01)	(0.01)
<b>Profit before tax</b>	<b>1,038.08</b>	<b>911.84</b>	<b>760.93</b>	<b>3,580.09</b>	<b>3,369.17</b>
<b>Tax expense</b>					
Current tax	96.22	145.80	99.83	456.79	454.36
Deferred tax	13.18	(229.51)	12.12	(142.48)	122.43
<b>Net profit after tax</b>	<b>928.68</b>	<b>995.55</b>	<b>648.98</b>	<b>3,265.78</b>	<b>2,792.38</b>
Other comprehensive income, net of taxes	24.86	(158.93)	(381.19)	(175.48)	(480.07)
<b>Total comprehensive income</b>	<b>953.54</b>	<b>836.62</b>	<b>267.79</b>	<b>3,090.30</b>	<b>2,312.31</b>
<b>Profit attributable to:</b>					
Owners of the equity	928.25	995.47	653.68	3,265.19	2,799.96
Non - controlling interest	0.43	0.08	(4.70)	0.59	(7.58)
	<b>928.68</b>	<b>995.55</b>	<b>648.98</b>	<b>3,265.78</b>	<b>2,792.38</b>
<b>Total comprehensive income attributable to:</b>					
Owners of the equity	952.59	836.94	268.42	3,089.52	2,312.69
Non - controlling interest	0.95	(0.32)	(0.63)	0.78	(0.38)
	<b>953.54</b>	<b>836.62</b>	<b>267.79</b>	<b>3,090.30</b>	<b>2,312.31</b>
Paid-up equity share capital (Face value per share of Rs 10)	6,865.23	6,852.60	6,813.08	6,865.23	6,813.08
Reserves excluding revaluation reserve	-	-	-	16,652.37	13,466.95
Earning per share (Rs) : (Face value per share of Rs 10)					
-Basic	1.36	1.46	0.96	4.78	4.14
-Diluted	1.35	1.45	0.95	4.73	4.08

#### Notes to financials results :

1. The audited consolidated financial statements for the quarter and year ended March 31, 2018 have been taken on record by the Board of Directors at its meeting held on May 7, 2018. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited consolidated financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.

2. During the year ended March 31, 2018, 5,214,482 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.

3. The Board of directors at its meeting held on 07 May 2018 have recommended a maiden dividend of Rs 1.50 per equity share for the financial year ended March 31, 2018.

#### 4. Standalone Information (Audited) under Ind AS

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
Total income	1,955.84	2,130.14	2,426.43	8,739.79	9,548.51
Net profit before taxation	488.11	606.06	646.93	2,192.56	2,187.36
Net profit after taxation and before other comprehensive income	464.18	510.88	546.63	1,919.16	1,884.59

# Firstsource Solutions Limited

**AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018**

(Rs in millions)

**5. Statement of assets and liabilities (Consolidated - Audited)**

Particulars	As at	
	March 31	March 31
	2018	2017
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	881.83	878.05
Capital work-in-progress	4.20	42.85
Goodwill on consolidation	19,308.07	19,223.62
Other Intangible assets	624.32	576.48
<b>Financial assets</b>		
Investments	122.62	105.84
Other financial assets	332.33	741.73
Deferred tax assets	2,175.49	1,608.95
Income tax assets	679.24	752.70
Others non-current assets	1,956.68	1,732.81
<b>Total non-current assets</b>	<b>26,084.78</b>	<b>25,663.03</b>
<b>Current assets</b>		
Financial assets		
Investments	220.00	1,522.67
Trade receivables	3,784.79	3,065.44
Cash and cash equivalents	1,230.00	387.31
Other financial assets	1,911.36	2,354.65
Other current assets	744.77	513.08
<b>Total current assets</b>	<b>7,890.92</b>	<b>7,843.15</b>
<b>Total assets</b>	<b>33,975.70</b>	<b>33,506.18</b>
<b>EQUITY AND LIABILITIES</b>		
<b>Equity</b>		
Equity share capital	6,865.23	6,813.08
Other equity	16,652.37	13,466.95
<b>Total equity attributable to equity holders of the Company</b>	<b>23,517.60</b>	<b>20,280.03</b>
Non - controlling interest	12.53	11.75
<b>Total equity</b>	<b>23,530.13</b>	<b>20,291.78</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
<b>Financial liabilities</b>		
Long term borrowings	142.20	3,579.94
Other financial liabilities	161.46	-
Provisions for employee benefits	51.73	95.22
Deferred tax liabilities	264.29	418.37
<b>Total non-current liabilities</b>	<b>619.68</b>	<b>4,093.53</b>
<b>Current liabilities</b>		
Financial liabilities		
Short-term and other borrowings	6,580.95	6,066.84
Trade payables	915.69	993.77
Other financial liabilities	1,468.73	982.90
Other current liabilities	415.83	502.51
Provisions for employee benefits	294.71	275.12
Provision for tax	149.98	299.73
<b>Total current liabilities</b>	<b>9,825.89</b>	<b>9,120.87</b>
<b>Total equity and liabilities</b>	<b>33,975.70</b>	<b>33,506.18</b>

# Firstsource Solutions Limited

**AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED 31, 2018**

(Rs in millions)

## 6. Segment Reporting - Consolidated audited

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Segment revenue</b>					
a) Customer management	4,665.72	4,702.13	4,551.51	18,868.24	19,286.23
b) Healthcare	3,062.68	3,063.52	3,034.85	11,853.21	11,425.12
c) Collections	984.76	865.76	1,057.33	3,593.52	3,857.76
<b>Total</b>	<b>8,713.16</b>	<b>8,631.41</b>	<b>8,643.69</b>	<b>34,314.97</b>	<b>34,569.11</b>
Less: Inter-segment revenue	-	-	-	-	-
<b>Net segment revenue</b>	<b>8,713.16</b>	<b>8,631.41</b>	<b>8,643.69</b>	<b>34,314.97</b>	<b>34,569.11</b>
<b>Segment results before tax and finance costs</b>					
a) Customer management	765.29	746.68	724.65	2,840.82	3,321.89
b) Healthcare	537.49	515.69	479.91	1,988.95	1,676.45
c) Collections	157.03	92.54	159.40	378.55	495.69
<b>Total</b>	<b>1,459.81</b>	<b>1,354.91</b>	<b>1,363.96</b>	<b>5,208.32</b>	<b>5,494.03</b>
i) Finance costs	(88.96)	(103.84)	(114.16)	(404.03)	(453.16)
ii) Other unallocable expenditure net of unallocable income	(332.77)	(339.23)	(488.86)	(1,224.19)	(1,671.69)
iii) Share in net profit / (loss) of associate	-	-	(0.01)	(0.01)	(0.01)
<b>Profit before tax and other comprehensive income</b>	<b>1,038.08</b>	<b>911.84</b>	<b>760.93</b>	<b>3,580.09</b>	<b>3,369.17</b>
<b>Segment assets</b>					
a) Customer management	8,291.18	7,066.25	5,371.90	8,291.18	5,371.90
b) Healthcare	17,908.40	17,541.71	17,253.82	17,908.40	17,253.82
c) Collections	3,095.54	3,830.44	3,850.46	3,095.54	3,850.46
e) Unallocable	4,680.58	4,879.13	7,029.99	4,680.58	7,029.99
	<b>33,975.70</b>	<b>33,317.53</b>	<b>33,506.18</b>	<b>33,975.70</b>	<b>33,506.18</b>
<b>Segment liabilities</b>					
a) Customer management	5,606.61	5,175.81	3,361.26	5,606.61	3,361.26
b) Healthcare	3,682.80	4,152.74	6,380.68	3,682.80	6,380.68
c) Collections	263.63	153.21	217.33	263.63	217.33
e) Unallocable	892.53	1,292.80	3,255.13	892.53	3,255.13
	<b>10,445.57</b>	<b>10,774.56</b>	<b>13,214.40</b>	<b>10,445.57</b>	<b>13,214.40</b>

### Note on segment information

#### Business segments

Based on the "management approach" as defined in Ind AS 108 - Operating Segments, the Chief Operating Decision Maker evaluates the Group's performance and allocates resources based on an analysis of various performance indicators by business segments. Accordingly, information has been presented into three key business segments comprising customer management, healthcare and collections. The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and expenditure in individual segments.

The Group has reclassified reportable segment 'Domestic business in India' to 'Customer Management' during the year ended March 31, 2018.

**By order of the Board**  
For Firstsource Solutions Limited

Kolkata, India  
May 7, 2018

**Rajesh Subramaniam**  
Managing Director and CEO

## Firstsource Solutions Limited

### AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2018

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

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(Rs in millions, except per share data and per equity data)

Particulars	Quarter ended			Year ended	
	March 31	December 31	March 31	March 31	March 31
	2018	2017	2017	2018	2017
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
<b>Income</b>					
Revenue from operations	1,706.37	1,860.20	2,094.44	7,628.18	8,408.65
Other operating income, net	237.73	249.44	306.31	984.48	992.00
Other income	11.74	20.50	25.68	127.13	147.86
<b>Total income</b>	<b>1,955.84</b>	<b>2,130.14</b>	<b>2,426.43</b>	<b>8,739.79</b>	<b>9,548.51</b>
<b>Expenses</b>					
Employee benefits expenses	898.75	994.84	1,128.64	4,153.00	4,579.96
Depreciation and amortisation	55.08	56.04	39.18	215.30	190.32
Finance costs	26.94	(6.11)	(15.07)	62.32	67.75
Other expenses	486.96	479.31	626.75	2,116.61	2,523.12
<b>Total expenses</b>	<b>1,467.73</b>	<b>1,524.08</b>	<b>1,779.50</b>	<b>6,547.23</b>	<b>7,361.15</b>
<b>Profit before tax</b>	<b>488.11</b>	<b>606.06</b>	<b>646.93</b>	<b>2,192.56</b>	<b>2,187.36</b>
<b>Tax expense</b>					
Current tax	46.41	94.33	76.04	277.00	258.36
Deferred tax	(22.48)	0.85	24.26	(3.60)	44.41
<b>Net profit after tax</b>	<b>464.18</b>	<b>510.88</b>	<b>546.63</b>	<b>1,919.16</b>	<b>1,884.59</b>
Other comprehensive income, net of taxes	(396.46)	44.69	37.11	(715.70)	180.48
<b>Total comprehensive income</b>	<b>67.72</b>	<b>555.57</b>	<b>583.74</b>	<b>1,203.46</b>	<b>2,065.07</b>
<b>Paid-up equity share capital (Face value per share of Rs 10)</b>	<b>6,865.23</b>	<b>6,852.60</b>	<b>6,813.08</b>	<b>6,865.23</b>	<b>6,813.08</b>
<b>Reserves excluding revaluation reserve</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>14,480.28</b>	<b>13,180.92</b>
<b>Earning per share (Rs): (Face value per share of Rs 10)</b>					
-Basic	0.68	0.75	0.80	2.81	2.79
-Diluted	0.67	0.74	0.80	2.78	2.75

#### Notes to financials results :

- The audited standalone financial statements for the quarter and year ended March 31, 2018 have been taken on record by the Board of Directors at its meeting held on May 7, 2018. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited standalone financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.
- During the year ended March 31, 2018, 5,214,482 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
- The Board of Directors at its meeting held on 07 May 2018 have recommended a maiden dividend of Rs.1.50 per equity share for the financial year ended March 31, 2018.
- As per Ind AS 108 - Operating Segment, if a financial report contains both consolidated financial statements of a parent that is within the scope of this Ind AS as well as the parent's separate financial statements, segment information is required only in the consolidated financial statements. Accordingly, information required to be presented under Ind AS 108 - Operating Segment has been given in the consolidated financial results.

## Firstsource Solutions Limited

AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND YEAR ENDED MARCH 31, 2018

(Rs in millions)

### 5. Statement of Assets and liabilities (Audited)

Particulars	As at	
	March, 31	March, 31
	2018	2017
<b>ASSETS</b>		
<b>Non-current assets</b>		
Property, plant and equipment	274.83	292.87
Capital work-in-progress	2.42	16.18
Goodwill	40.14	40.14
Other Intangible assets	244.21	221.71
<b>Financial assets</b>		
Investments	11,995.11	11,954.74
Other financial assets	267.72	670.61
Other non-current assets	103.28	113.05
Deferred tax assets (net)	2,167.17	1,596.55
Income tax assets (net)	704.45	604.78
<b>Total non-current assets</b>	<b>15,799.33</b>	<b>15,510.63</b>
<b>Current assets</b>		
<b>Financial assets</b>		
Investments	190.00	1,495.17
Trade receivables	5,647.40	3,719.34
Cash and cash equivalents	143.62	157.06
Other financial assets	448.24	1,586.65
Other current assets	262.25	211.87
<b>Total current assets</b>	<b>6,691.51</b>	<b>7,170.09</b>
<b>Total assets</b>	<b>22,490.84</b>	<b>22,680.72</b>
<b>EQUITY AND LIABILITIES</b>		
<b>Equity</b>		
Equity share capital	6,865.23	6,813.08
Other equity	14,480.28	13,180.92
<b>Total equity</b>	<b>21,345.51</b>	<b>19,994.00</b>
<b>LIABILITIES</b>		
<b>Non-current liabilities</b>		
<b>Financial liabilities</b>		
Long term borrowings	78.61	676.60
Other financial liabilities	161.46	-
Provisions for employee benefits	51.73	95.22
<b>Total non-current liabilities</b>	<b>291.80</b>	<b>771.82</b>
<b>Current liabilities</b>		
<b>Financial liabilities</b>		
Short-term borrowings	83.87	1,181.18
Trade payables	275.62	338.53
Other financial liabilities	423.78	296.64
Provisions for employee benefits	50.86	64.09
Other current liabilities	19.40	34.46
<b>Total current liabilities</b>	<b>853.53</b>	<b>1,914.90</b>
<b>Total equity and liabilities</b>	<b>22,490.84</b>	<b>22,680.72</b>

**By order of the Board**  
For Firstsource Solutions Limited

Kolkata, India  
May 7, 2018

**Rajesh Subramaniam**  
Managing Director and CEO